

MAUI COFFEE ROASTERS - FOOD SAFETY AND COSTCO AUDIT

ABOUT MAUI COFFEE ROASTERS. In 1976, Nicky Matichyn moved from Rochester, New York to Maui with five friends to escape the cold and grow coffee. He quickly learned the coffee roasting process and ways to extract the best flavor from the beans. Nicky successfully helped local businesses introduce specialty coffee blends into their restaurants.

In 1981, Nicky decided to open the Maui Coffee Roasters facilities along with a café. He hired one roaster and began building his business. He has always understood the importance of offering the best local coffees and has focused his time and efforts to providing these to his customers. This dedication has made Maui Coffee Roasters a premier destination for local and international coffee aficionados.

Maui Coffee Roasters is regularly voted the “Best Local Coffee Store” on Maui. Nicky has successfully cultivated a brand that is known for premier coffee throughout Hawaii and beyond.

THE CHALLENGE. Maui Coffee Roasters management was aware that in order to maintain their account with Costco, that the company would need to successfully complete a third-party audit to meet the FDA Food Safety Modernization Act (FSMA) requirements.

In 2018, Mike Okazaki, Vice President, began looking for resources to help the company prepare for the upcoming third-party audit and he reached out to Innovate Hawaii, a representative of the MEP National Network.

MEP CENTER'S ROLE. Third-party audits often pose a challenge for small businesses and can be expensive to prepare for. Innovate Hawaii, part of the MEP National Network™, was able to provide a consultant to help Maui Coffee Roasters plan, prepare and guide them throughout the audit process. The consultant was able to point out issues that should be addressed and shared ideas on how to remedy them so that the company could successfully complete the audit. Innovate Hawaii was also able to help minimize the cost of consultant through a cost-sharing measure, by having the consultant work with other businesses congruently.

In October 2018, Maui Coffee Roasters successfully completed their Third-party Audit to meet FDA and Costco requirements. In addition, Innovate Hawaii was able to provide Maui Coffee Roasters with Food Safety Training classes. While this training is required for at least one employee at the company, management decided that it would be best to have two employees complete the training.

"Innovate Hawaii has been very helpful by connecting us with different resources to help our business. The programs they present, such as Food Safety classes and Grant opportunities, help small businesses stay competitive in the fluctuating business landscape."

-Mike Okazaki, Vice President

RESULTS



The account with Costco is one of the company's largest.



The third-party audit opened doors to expanding to other large retailers, increasing revenue by **15%**



Food safety training helped the company stay competitive in the fluctuating business landscape.



Meeting Costco's requirements allows the company to continue doing business with them.

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